

Family Day Care Conditions of Care



The following information explains the legislation, funding schemes and processes that guide how Council Family Day Care service operates and compliance from the families.

1. CHILD CARE SUBSIDY

Surf Coast Council Family Day Care is an approved Child Care Subsidy service provider (CCS Provider ID: 190006232H).

The Department of Human Services administers and is responsible for payment of Child Care Subsidy across all Australian approved service types, including Family Day Care.

THE ENROLMENT PROCESS

- 1) The family makes a claim for Child Care Subsidy with Centrelink via www.my.gov.au
 - 2) Family completes an enrolment and consent form and confirms days and hours of care with Surf Coast Shire (SCS).
 - 3) Completed forms are returned to SCS for processing.
 - 4) SCS and family agree on 'a complying written arrangement' of care for their child.
 - 5) SCS submits an enrolment notice through their third party software system (Harmony) to the Child Care Management System.
 - 6) The family confirms their child's enrolment through their MyGov account (Centrelink) www.my.gov.au
 - 7) The family confirms their child's enrolment (hours, days and fees) on line with the SCS.
- If the above steps are not completed and confirmed then families will not be entitled to Child Care Subsidy. If details on the confirmations are incorrect please contact the Coordination Unit at SCS on 5261 0633 to correct any errors (new enrolment confirmations will be issued with correct details)
 - Families are responsible for updating Centrelink with any changes to their income, activity and other circumstances which may affect their Child Care Subsidy claim through www.my.gov.au
- Where a family is unsure about their Subsidy or it has ceased they will need to contact Centrelink for clarification, either through www.my.gov.au or phoning Centrelink on 136 150.
 - Information for families about child care subsidy and additional child care subsidy is available on the Department of Human Services website at www.humanservices.gov.au
 - Families can call Centrelink about child care subsidy and other family payments on 136 150, from Monday to Friday, 8am-8pm, including assistance in completing the claim form.
 - For information about contacting Centrelink with extra needs such as accessibility, languages, translations, hearing or speech impairment, see www.humanservices.gov.au/individuals/contact-us/extra-help-when-calling-us.
 - Families can access a range of more detailed information about their entitlements to Child Care Subsidy at www.education.gov.au/ChildCarePackage

2. IMMUNISATION / RESIDENCY

In an effort to improve childhood immunisation rates, the Victorian Government amended the *Public Health and Wellbeing Act 2008*. The 'No Jab, No Play' amendment came into effect on 1 January 2016.

Early childhood education and care services cannot confirm enrolment of your child unless you have provided documentation that shows your child:

- is fully vaccinated for their age OR
- is on a recognised catch-up schedule, if they have fallen behind with their vaccinations OR
- has a medical reason not to be vaccinated.

'Conscientious objection' to vaccination is not an exemption.

You must provide evidence of one of the aforementioned documents prior to commencing in care services.

To ensure your enrolment is up to date at all times you are required to show evidence of immunisation updates as they occur (please send updated immunisation history statements into the Coordination Unit at Surf Coast Shire familydaycare@surfcoast.vic.gov.au)

To receive Child Care Subsidy, the claimant or their partner must be Australian residents as defined under the *Social Security Act 1991*, or be eligible non-residents.

For more information about immunisation and residency requirements for Child Care Subsidy, a family should contact Centrelink www.humanservices.gov.au

3. REQUEST FOR CARE / WAITING LIST

To secure a Family Day Care placement, you must complete an online Request for Care Form that states the hours required, age and number of children, starting dates, copy of child's immunisation history statement.

Details remain on the waiting list for Family Day Care until an appropriate vacancy comes up, with priority access given according to the priority access guidelines.

The Family Day Care request form is available at <https://www.surfcoast.vic.gov.au/Community/Families-andchildren/child-care/family-day-care>

4. PRIORITY OF ACCESS

Priority 1: a child at risk of serious abuse or neglect, including children in Out-of-Home Care

Priority 2: Aboriginal and/or Torres Strait Islander Children

Priority 3: Asylum seeker and refugee children

Priority 4: a child from a family currently enrolled in the service

Priority 5: Surf Coast Shire residents or those employed within the municipality

5. CONFIDENTIALITY AND PRIVACY

Confidentiality is an essential part of the program. The privacy of the children and families in care and that of the Educator and their family is essential at all times.

6. FAMILY DAY CARE FEES FOR THE 2020

The fees are set by the Surf Coast Shire in consultation with contract educators. Parents will be notified 2 weeks before an increase in fee comes into effect. Please consult with your educator regarding any fee changes.

PAYMENT TYPE	WHEN IT APPLIES	AMOUNT	CONDITIONS
STANDARD HOURS	Monday–Friday, 7:00am–6:00pm	Fees range from \$10.05 to \$11.50 per hour, per child. Administration Fee of \$3.00 per hour, per child.	Set by the Surf Coast Shire in consultation with contract educators.
MINIMUM BOOKED HOURS	Routine session/routine session only	6 to 8 hours	Set by individual educator
AFTER SCHOOL CARE (ASC)	Routine session 3:15pm to 6:00pm (termly booking)	\$40.50 per session, per child. (Includes Administration Fee). Optional \$2.00 snack fee	Set by the Surf Coast Shire in consultation with contract educators.
LORNE FAMILY DAY CARE (IN-VENUE ONLY)	Afternoon Session 2:00pm to 5:00pm – minimum charged hours is 3 hours Full Day Session 8:30am to 5:00pm – minimum charged hours is 8 hours	Fees range from \$10.05 to \$11.50 per hour, per child. Administration Fee of \$3.00 per hour, per child.	Set by the Surf Coast Shire in consultation with contract educators. Operates in conjunction with Lorne Occasional Care.
PUBLIC HOLIDAYS	Educators are not required to work on a public holiday, however if they choose to work and a child attends., public holiday rates will apply (Families will not be charged if they choose not to attend on a Public holiday).	Public holiday fees will be double the hourly rate and charged on actual hours attended	Set by the Surf Coast Shire in consultation with contract educators.
TRANSPORTATION	As required by the parent	Less than 4 cylinder (small car) - .80 cents per kilometre 4 Cylinder (large car) - .97 cents per kilometre	This fee is to be split between children travelling to the same destination and can only be charged if not part of an existing journey (eg. educator taking their own children to school).
MEALS	As required	Snack - \$2 Meals - \$3.50	Educators must have parent permission to give your child a meal or snack.

7. SESSION TYPES

Fees are set by the Surf Coast Shire in consultation with contract educators. Parents will be notified 2 weeks before an increase in fee comes into effect. Please consult with your educator regarding any fee changes.

SESSION TYPE	
ROUTINE SESSION, WITH CASUAL CARE PERMITTED	<p>Regular booked hours that a child uses each week with the flexibility of picking up extra hours when needed.</p> <p>Routine booked hours are charged at the hourly rate and for the minimum hours the educator sets.</p> <p>When a minimum hourly session is set the educator must be available to provide care and education for the full session.</p> <p>All absences are charged for unless the educator is unavailable.</p> <p>Casual hours are charged at the hourly rate and for the actual hours used (absences are not charged).</p>
ROUTINE SESSION ONLY	<p>When a child only uses the booked hours (casual care is not available)</p>
CASUAL SESSION	<p>Casual care only (when a regular booking is filled by another child (ie. If a child is on holidays, unwell or has a kindergarten session)</p> <p>Casual hours are charged at the hourly rate and for the actual hours used.</p> <p>Absences are not charged.</p>
AFTER SCHOOL CARE (DEANS MARSH ONLY)	<p>Bookings for afterschool care are for a term (casual one off sessions maybe available depending on numbers on the day).</p> <p>Hours of operation: 3:15pm to 6pm.</p> <p>Days of operation: dependent on families needing care with a minimum of 4 children per session.</p> <p>A late fee will be payable when the child is not collected by 6pm.</p> <p>The Educator for After School Care will sign the child into the program and the parent will sign the child out.</p> <p>Parents must notify the Educator if the child is not attending the program.</p> <p>Venue may change depending on age of children in care and may be at the Deans Marsh Primary School or Deans Marsh Community Cottage.</p> <p>All absences are charged for unless educator is not available.</p> <p>After School Care does not operate during school holidays.</p>

8. CHILD ABSENCES

Each child is eligible for Child Care Subsidy for the first 42 allowable absences from care, across all approved child care services, for each financial year.

Allowable absences can be taken for any reason and do not require supporting documentation, but are only available on days that care was booked and you were liable to pay for that care.

We report **all** absence days through the Child Care Management System.

You can view your *absence count* on the 'View Child Care Attendance' online statement available through the Department of Human Services website at www.humanservices.gov.au

ADDITIONAL ABSENCE DAYS

Once the first 42 absence days have been used, Child Care Subsidy is payable for any additional absences in cases where all the following apply:

- The child, the individual who cares for the child, the individual's partner or another person with who the child lives with is ill.
- The child is attending preschool
- Alternative arrangements have been made on a pupil-free day.
- The child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child.
- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or parenting plan.
- The service is closed as a direct result of a period of local emergency.
- The child cannot attend because of a local emergency, during the period of the emergency or up to 28 days afterwards.
- The individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

In shared care arrangements (where separated parents both claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant.

9. KINDERGARTEN/PRESCHOOL CARE

Child Care Subsidy is payable for absences due to kindergarten attendance if:

- the educator is the contact person while the child is at kindergarten.
- the child is in care both before and after their session.

A full day of care will be charged.

This does not apply if your child is only in care either before or after a session. If care is required in school holidays, the full day will be charged during the school term.

10. PAYMENT OF FEES

Fees are calculated according to the time sheets that you complete and sign on a fortnightly basis (actual times must be recorded when your child is dropped off and picked up).

The timesheet generates a parent advice and statement of entitlement and is provided to the family via email fortnightly.

Fees are to be paid within 3-5 days of receiving a parent advice. Gap payment is made directly to the Educator - please discuss payment options with your educator at orientation.

ABSENCE FEES

Absence fees are designed to maintain your child's place in care, even if the child is not there. Absence fees cost the same as the standard fee for booked hours.

- You must pay absence fees for the following:
- Holidays (excludes public holidays)
- Illness
- When you child attends kindergarten (to maintain care before and after session and during kindergarten holidays).

CHILD CARE SUBSIDY (CCS) WILL NOT BE PAID FOR ABSENCES WHERE:

- A child who has not yet received care or who has ceased receiving care.
- A provider charges a family to reserve a place for a child who has not physically started care.
- A child is booked in to start at a service on a particular date, and does not start on that day; no CCS will be paid until the child physically attends a session of care.
- A child is absent for more than eight consecutive weeks, except for kindergarten care.
- A child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care. This means that CCS will not be paid for absences submitted after a child last physically attends a session.
- A family has confirmed their child's last day at a service, but that child does not attend their last booked session of care. No CCS will be paid for any days after the child's last physical attendance at the service.
- A provider continues to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice. CCS will not be payable for these sessions of care.

If absences are reported in the above circumstances and CCS is incorrectly paid, these amounts will be recovered by the government and parents are obligated to pay full fees to the education and care service.

11. OUTSTANDING FEES

If you are having financial hardship paying your fees, please contact Family Day Care Coordination Unit on 5261 0633, as payment plans can be arranged. In addition you could be eligible for short-term assistance from DHHS due to financial hardship, if you meet certain eligibility criteria.

If you have an outstanding fee owed to any Family Day Care educators, care will be withheld until it has been paid.

If fees are overdue by more than two weeks, your place may be forfeited and legal action may be taken.

12. CHILD'S HEALTH

In regard to my child's health:

- Inform your registered Educator of any ongoing illness or medical condition that your child has (eg. Asthma/Anaphylaxis/Allergies) or develops.
- Provide the service with a current medical management plan that has been prepared by a medical practitioner and complete the risk minimisation and communication form attached to the Enrolment Form.
- Notify the registered Educator if your child becomes unwell, the educator is not responsible for caring for any unwell children.

13. EDUCATOR UNAVAILABILITY / ILLNESS

All educators will give at least two weeks' notice when taking holidays, to give sufficient time for you to organise alternative care.

While our aim is to provide consistent care, occasionally our educators may be unable to give adequate notice due to unavoidable family illness or other legitimate reasons.

It is important that your family has an emergency back-up person, should this occur. We may be able to help with alternative care, dependant on vacancies.

You will not be charged for care when your educator is unavailable. This includes national and local gazetted public holidays, if you do not require care.

14. CHANGES TO BOOKED HOURS OR CESSATION OF CARE

Any changes to booked hours must be discussed with your educator in advance and permanent changes must be in writing giving 2 weeks notices to changes or cessation of care (exemptions apply for first 2 weeks of care).

You are required to pay for all your booked hours of care: if your child is picked up early or dropped off late, you must still pay in full for their agreed hours (or extra if a child is dropped off early picked up late).

Note that Child Care Subsidy cannot be claimed if your child **does not attend** their last day of care and full fees will be charged.

15. REGULAR AND NON-REGULAR EXCURSIONS

At times your child may be taken on an excursion, all excursions are risk assessed by the registered educator and approved by Coordination Unit 48 hours prior to the excursion occurring. Parents must give approval for their child to attend excursions and sign a regular or non-regular excursion authority. Please note a regular excursion authority only needs to be signed once for the calendar year.

16. EMERGENCY CONTACT DETAILS

For the safety and well-being of all children, it is important that you can be contacted in emergency situations or can provide the details of at least two local authorised persons who may be contacted in the event of an emergency, if you are unavailable.

Please update your details immediately by contacting the coordination Unit on 5261 0633 when contact details change.

Details that must be kept up-to-date include:

- work, home or mobile numbers
- addresses
- emergency contact details
- employment
- family doctor
- court orders / custody arrangements

17. POLICIES

Service Policies and procedures can be found on <https://www.surfcoast.vic.gov.au/Community/Families-andchildren/Early-years-policies>

18. CHILD SAFE COMMITMENT STATEMENT

Surf Coast Shire is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests.

We have a commitment to the cultural safety of Aboriginal and Torres Strait Islander children, culturally and linguistically diverse children, and to the safety of children with a disability. We aim to create enriching experiences for young learners and want children to feel safe, happy and empowered.

We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

All Surf Coast Shire employees, volunteers and contractors have a legal obligation to report suspected cases of child sexual abuse to the police.

How to make a report – If you have any concerns regarding any Surf Coast Shire Staff, Volunteers and/or Contractors please refer to Councils website for how to report <https://www.surfcoast.vic.gov.au/Home>

19. GRIEVANCES / COMPLAINTS

Grievances/complaints should be placed in writing and addressed to:

- Team Leader Family Day Care
 - Surf Coast Shire Council
 - PO Box 350, Torquay VIC 3228
 - familydaycare@surfcoast.vic.gov.au
- Alternatively please email your complaints to info@surfcoast.vic.gov.au or call 5261 0600 to have them recorded and answered.

All grievances/complaints will be acted upon in accordance with Surf Coast Shire Council policies and procedures.

Alternatively complaints can be made directly to:

Department of Education and Training (DET)
PH: 0352155136
75 High Street, Belmont, Vic, 3216

Privacy Statement: Surf Coast Shire Council considers that the responsible handling of personal information is a key aspect of democratic governance, and is strongly committed to protecting an individual's right to privacy. Council will comply with the Information Privacy Principles as set out in the Privacy and Data Protection Act 2014. The information will not be disclosed to any other party unless Council is required to do so by law.